

**KNOW SOMEONE
STRUGGLING
TO PAY UTILITY
BILLS? IF SO,
PLEASE
PASS THIS ON.**

If you or someone you know is struggling to pay utility bills, the City of Palo Alto Utilities has the following assistance programs.



RATE ASSISTANCE PROGRAM (RAP)

RAP helps residents receive up to 25% off utility bills for financial and medical reasons. Residents must meet the City of Palo Alto's qualifying income guidelines to participate for financial reasons.



RESIDENTIAL ENERGY ASSISTANCE PROGRAM (REAP)

Through REAP, your home may be eligible for free energy and water efficiency upgrades, potentially lowering your utility bills. You may receive FREE weather stripping, attic insulation, water heaters, showerheads, lighting and more.



HOW TO QUALIFY FOR REAP

To qualify for REAP, you must meet be enrolled in City of Palo Alto Utilities' Rate Assistance Program (RAP), live in affordable housing that has an income limit of at most 80% of area median income, or be enrolled in select income qualified programs.

To learn more and apply for RAP, visit paloalto.gov/rap or call (650) 329-2161.

To learn more and apply for REAP, visit paloalto.gov/reap.



CITY OF
PALO ALTO
UTILITIES